

ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Meeting with Internal Data Corporation Representatives

FROM:

Chief, Policy and Plan Group,
ODP

EXTENSION

NO.

DATE

27 October 1983

TO: (Officer designation, room number, and building)

DATE

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OFFICER'S
INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1. Chief, Management Staff

2.

DD/ODP

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EXO

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File - FO - 100 files

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FORM
1-79610 USE PREVIOUS
EDITIONS

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27 OCT 1983

MEMORANDUM FOR: Deputy Director of Data Processing

VIA: Chief, Management Staff, ODP

FROM: [redacted]
Chief, Policy and Plans Group, MS/ODP

SUBJECT: Meeting with International Data Corporation
Representatives

1. On 5 October, Diane M. Flis and Timothy J. Caffrey, both of IDC, visited CIA Headquarters for discussion of IDC services and ODP requirements. Ms. Flis is apparently our new Account Manager (her card, attached, indicating she is an Assistant Account Manager, is out-of-date) for the Information Systems Planning Service vice Joe Pierce. Mr. Caffrey represented the Strategies for Office Systems (SOS) Service. I, of course, represented ODP and, at various times, [redacted] and [redacted] were present.

2. After the traditional overview of IDC services and the ODP mission, the following points were made by the undersigned:

- o Strategies for Office Systems will not be renewed in FY 1984. I stated that we are not necessarily dissatisfied with the service, but we had not really utilized it, and desired to reallocate some of our monies to other consulting firms (see below). Mr. Caffrey was hearing this for the first time.
- o In FY 1984, we would be contracting with Yankee and Gartner Group for consulting support in addition to IDC. Our purpose in doing this, I stated, was to get access to a breadth of opinion, and to "check the competition." I further stated that we might keep three services in the future or drop one or more depending on our evaluation. Ms. Flis said that this approach was unusual but not unheard of.
- o I stated that the ability to have several authorized contacts was very important to our obtaining maximum benefit from the IDC call-in service. Our aggregate call rate would, however, still be low. Ms. Flis said she understood this and having greater than the IDC recommended number of three authorized contacts was no problem. I emphasized that in the past (with Joe Pierce) that this had always been a sticking point and was glad that she seemed more receptive.

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- o I stressed the importance of confidentiality in dealing with the Agency.
- o I felt the IDC representatives out on the possibility of them doing special ad hoc research (for additional fee) in support of ODP requirements. No commitment was, of course, made. They were receptive.

3. We also reviewed and commented on the proposed IDC research program (attached). Our interests in the management of personal computers; organizational impact of the merging of communications and ADP technology; the Information Center concept; fourth generation languages; end-user programming, programmer productivity; optical disk systems; artificial intelligence; and communications strategies were emphasized. The IDC representative also stated that IDC was being internally reorganized to decentralize research. Individual services (e.g., ISPS) will have their own research arms.

4. Finally, I informed Ms. Flis (our ISPS contact) that I no longer would be dealing with her because of my reassignment.

5. All in all, the meeting, which lasted one and one-half hours, was a very cordial one. It was, in my judgment, also productive in that it may serve to re-motivate IDC personnel to enhance our support. In addition, [redacted] were introduced to IDC and our Account Manager.

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Attachments: a/s

cc: EXO/ODP

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[redacted] &PG/MS
P&PG/MS

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ODP/MS [REDACTED] /26 Oct 83 (IDC Meeting - Wang - mslib2)

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1 - MS Subject File (IDC Corres.)

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STRATEGIES FOR OFFICE SYSTEMS

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- o Major Vendor Strategies in Office Automation
- o Software Applications Analysis: Database, WP, Text Retrieval, Integrated OA Systems & Microcomputers.
- o Non-Impact Printers: Product Survey, Feature Analysis.
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- o Viewpoints, Interviews, Comments from Industry Experts on issues such as Role of PBX in Local Networks, or perhaps, Cost Justification Trends.
- o Federal OA Procurement Issues Analysis, with an overview of IRM.
- o Vendor Review, Forecast, Product Highlights.
IBM, DEC, Wang, and emerging vendors,
such as Computer Consoles, Lotus Development
or Tera Corporation.
- o Artificial Intelligence: Definition and Product Forecast.
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c/o T. Willmott, IDC, P.O. Box 955, Framingham, MA 01701.